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TO: **Income Maintenance Supervisors
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Training Staff
Workforce Development Boards
Job Center Leads and Managers**

FROM: Amy Mendel-Clemens
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Division of Health Care Financing

BHCE/BWP OPERATIONS MEMO

No: 06-18

DATE: 05/05/2006

FS	<input checked="" type="checkbox"/>	MA	<input checked="" type="checkbox"/>	SC	<input checked="" type="checkbox"/>
CTS	<input checked="" type="checkbox"/>	CC	<input checked="" type="checkbox"/>	W-2	<input checked="" type="checkbox"/>
FSET	<input type="checkbox"/>	EA	<input type="checkbox"/>	CF	<input type="checkbox"/>
JAL	<input type="checkbox"/>	JC	<input type="checkbox"/>	RAP	<input type="checkbox"/>
WIA	<input type="checkbox"/>	WtW	<input type="checkbox"/>		
Other	EP	<input type="checkbox"/>	★		

PRIORITY: HIGH

SUBJECT: **ACCESS "Apply For Benefits" and CWW Mail-In Application Process and Data Entry Pages**

CROSS REFERENCE: Operations Memo 06-15
Administrator Memo 06-04
CWW Process Help 1.4, 1.7, 2.3, and 66

EFFECTIVE DATE: May 8, 2006 in CWW Training Environment
June 3, 2006 in CWW Production Environment

PURPOSE

This memo briefly describes the ACCESS "Apply For Benefits" online application for FoodShare and Medicaid for Families (including BadgerCare) and/or Family Planning Waiver Program and the new CARES Worker Web (CWW) mail-in application process including new mail-in application data entry pages.

ACCESS "APPLY FOR BENEFITS" TOOL

The "Apply For Benefits" tool is designed so that anyone with access to a computer with an Internet connection can submit an online application for FoodShare, Medicaid for Families (including BadgerCare), and/or the Family Planning Waiver Program. Applicants may either use ACCESS to set their filing date (similar to the mail-in registration form for FoodShare), or complete the full application. Data received via ACCESS applications will be brought over to CWW for processing using new CWW functionality.

NEW MAIL-IN APPLICATION PROCESS AND DATA ENTRY PAGES

New mail-in data entry pages will be available to the worker as part of CWW 2.0. These pages will allow a worker to enter data from a mail-in application directly onto screens that look identical to the mail-in application. The entered data will then be brought over to CWW. Changes have also been made to the Client Registration and Application Entry subsystems to support this new process.

CWW INBOX

CWW now has a set of new screens that make up the local agency "Inbox". The Inbox enhances workflow by allowing local agencies to find, sort, assign and select ACCESS online applications for processing. In addition, the Inbox may be used to manage mail-in applications or RFAs and regular (walk-in/phone-in) applications.

CARES/CWW CHANGES

More detailed information regarding these changes can be found in the training materials and CWW Process Help and Systems Help (available in the training environment on May 8, 2006 and production on June 3, 2006).

TRAINING

As previously announced in Operations Memo 06-15 and in follow up WisLine Webs in April, training for this initiative will be provided via the [DWD/DHFS Learning Center](#) beginning May 8, 2006. Please see the attached training announcement for further details.

If you have questions regarding the course materials, contact the IM Training Call Center at 608-261-6378 and press option 2, or by email at imtraining@dhfs.state.wi.us

ATTACHMENTS

Training Announcement for ACCESS "Apply For Benefits" and CWW Mail-In Application Process and Data Entry Pages.

CONTACTS

BEM IM Training Call Center for questions regarding the training materials. Call (608)261-6378 Option #2.

BEM CARES Information & Problem Resolution Center regarding production case specific issues.

★Program Categories – FS – Food Stamps, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WtW – Welfare to Work, WIA – Workforce Investment Act, Other EP – Other Employment Programs.